

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post <div style="text-align: center;">Mexico City</div>		2. Agency <div style="text-align: center;">Department of State</div>		3a. Position Number
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input checked="" type="checkbox"/> a. Redescription of duties: This position replaces <div style="text-align: center;">(Position Number) <u>A31239</u> (Title) <u>Visa Assistant</u> (Series) _____ (Grade) <u>FSN-7</u> <input type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain) </div>				
5. Classification Action	Position Title and Series Code		Grade	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office	Passport & Citizenship Assistant		FSN-7	
6. Post Title of Position (<i>if different from official title</i>)		7. Name of Employee Vacant		
8. Office/Section U.S. Embassy Mexico City		a. First Subdivision Consular Section		
b. Second Subdivision American Citizen Services		c. Third Subdivision Passport & Citizenship Unit		
9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Employee</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border-top: 1px solid black; width: 40%;">Signature of Employee</div> <div style="border-top: 1px solid black; width: 40%;">Date (mm-dd-yyyy)</div> </div>		10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Supervisor</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border-top: 1px solid black; width: 40%;">Signature of Supervisor</div> <div style="border-top: 1px solid black; width: 40%;">Date (mm-dd-yyyy)</div> </div>		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Chief or Agency Head</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border-top: 1px solid black; width: 40%;">Signature of Chief or Agency Head</div> <div style="border-top: 1px solid black; width: 40%;">Date (mm-dd-yyyy)</div> </div>		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="border-top: 1px solid black; margin-top: 10px;">Printed Name of Admin or Human Resources Officer</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border-top: 1px solid black; width: 40%;">Signature of Admin or Human Resources Officer</div> <div style="border-top: 1px solid black; width: 40%;">Date (mm-dd-yyyy)</div> </div>		
13. Basic Function of Position The incumbent provides full operational support to the American Citizen Services (ACS) Unit. In the passport sub-unit, helps maintain an organized filing system of applications, updates appointment schedules, assists with metrics collection, sends applications and recovered/spoiled passports to the Department, and drafts correspondence, among other tasks. Provides a full range of administrative support to the ACS Chief and assists the entire section in making travel arrangements, organizing events, etc. Interviews passport and citizenship applicants, reviews applications for completeness and accuracy, and performs relevant data entry and other electronic processing of applications, passports, and Consular Reports of Birth Abroad (CRBAs). Responds to public inquiries related to passports and citizenship as well as special citizen services (SCS) with professionalism, courtesy, and tact. As needed, serves as a backup assistant on the full range of duties to the SCS sub-unit, working as a case manager to handle complex and sensitive cases that require analysis and research and ability to take actions independently or in collaboration with a U.S. citizen eligible family member employee or consular officer.				
14. Major Duties and Responsibilities				

Administrative Assistant 50%

Provides administrative support, primarily to the passport sub-unit but also to the wider ACS section as assigned by ACS managers. Helps maintain an organized filing system of passport and CRBA applications. Assists in preparing regular and diplomatic passport applications to be sent to the Department on a regular basis, ensuring their completeness and accuracy. Helps maintain the passport and citizenship scheduling system, making necessary adjustments as requested by managers and supports metrics collection. Prepares memos for spoiled and recovered passports to be returned to the Department, and drafts other correspondence as needed. Makes travel arrangements for ACS Chief and other managers as needed. Provides logistical support for outreach events, meetings, conferences, work-related travel and other events. Ensures the section has sufficient supplies and submits the required forms or requests to acquire, replenish, or replace materials as needed.

Citizenship and Passport Services 30%

Accepts and processes all categories of citizenship and passport cases, including lost or stolen passports, passport renewals, first-time applicants, and registrations of birth abroad while applying knowledge of U.S. nationality law. Reviews documents for completion and accuracy and interviews applicants to determine the veracity of the information and identify any potential malfeasance. Accurately inputs biographic data into databases, scans application and supporting documents to capture and manipulate facial image, carries out computer name checks in the ACS system, annotates cases with notes and recommendation for the officer, and transmits passports applications electronically. Performs quality assurance on new passport books and cards and CRBAs. Assists with notarial services and local production of emergency passports, and other passport and citizen services as needed.

Supports the passport customer service team by disseminating information and responding independently to passport and citizenship inquiries by phone, e-mail and/or in person. Must maintain a professional manner in dealing with applicants, observing all rules and regulations particularly when dealing with sensitive cases or individuals who become difficult when it is not possible to accede to their wishes.

Special Citizen Services 15%

Provides support for the full range of duties in the SCS sub-unit as assigned by ACS managers, including missing persons, physically or mentally ill individuals, destitute persons, victims of crime, arrests and detentions, deaths, and property disputes. Answers phone calls, responds to inquiries via phone/email or in person, drafts case reports, analyzes and initiates action to resolve cases. Must work closely with staff on cases originating at one of Mexico City's three consular agencies (Acapulco, Oaxaca, San Miguel de Allende). Utilizes ACS software to data enter complex, sensitive, and timely case information on cases and follows up as needed. Drafts correspondence, often requiring translation from English to Spanish, or vice versa, and helps prepare Consular Report of Death of an American Citizen Abroad (CRODA) for officer or consulate associate review and signature. Visits incarcerated U.S. citizens to conduct inquiries about their well-being and the status of any pending court case, normally accompanying an EFM or a consular officer. Other SCS support as needed.

Other Duties 5%

Incumbent may be required to perform other administrative tasks as assigned in the ACS section.

15. Qualifications Required For Effective Performance

a. Education:

High school diploma is required.

b. Prior Work Experience:

A minimum of two years experience in work involving the application of complex regulatory material, along with extensive customer service, or other closely related experience. Experience with data entry and working as part of a team providing a service.

c. Post Entry Training:

Completion of FSI courses in U.S. Nationality Law, Overseas Citizen Services, crisis management, and other consular procedures. Training in how to operate the ACS software program. On the job training.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

Level III speaking, reading, and writing for both English and Spanish.

e. Job Knowledge:

Knowledge of Windows, Microsoft Excel, and Microsoft Word required. Incumbent must have familiarity with Mexican laws and regulations as they apply to the work. After entry on duty, knowledge of applicable U.S. laws, regulations, and procedures as they relate to passports, citizenship, and notarial work as well as special citizen services.

f. Skills and Abilities:

Exercise tact and good judgment with the public, often under difficult and sensitive circumstances. Ability to explain and apply complex regulations and to follow clear direction. Must be able to work accurately, have excellent attention to detail and strong organizational skills, and know when to seek assistance or guidance or refer a case to a supervisor. Advanced data entry skills, typing skills minimum of 40wpm. Ability to draft complex correspondence in both Spanish and English.

16. Position Elements

a. Supervision Received:

Incumbent works independently but under the supervision of the senior local staff and the ACS Deputy Chief, who furnishes direct instructions and guidance only when difficult or unusual cases arise. The senior local staff is the incumbent's rating officer, and the ACS Deputy Chief is the incumbent's reviewing officer.

b. Supervision Exercised:

None.

c. Available Guidelines:

Foreign Affairs Manual; the Immigration and Nationality Act; standard operating procedures; Department of state cables and other guidance; on-line resources, such as the Mexican constitution, federal codes, the Bureau of Consular Affairs website, etc.

d. Exercise of Judgment:

Handles most citizenship and passport cases and routine public inquiries independently, referring only exceptional cases to an American supervisor. Must be alert to the possibility of questionable claims to citizenship and be fully knowledgeable of fraud patterns to bring them to the attention of an officer. Must know when to refer sensitive or complex cases to a supervisor.

e. Authority to Make Commitments:

Incumbent has no authority to make commitments on policy matters. However, incumbent is required to make recommendations for action, citing applicable laws and regulations in support of these recommendations.

f. Nature, Level and Purpose of Contacts:

Deals with the general public, mostly U.S. citizens and their families, which occasionally might include mid-level Mexican government officials seeking services. In the context of special citizen services, has constant interaction with host government officials (child protective services, hospitals, morgues, etc.), immigration, police, and other consular contacts.

g. Time Expected to Reach Full Performance Level:

One year. Must successfully complete FSI correspondence courses on nationality law, passport security, etc.